

Co-Producing Safer Practice: Listening, Learning, Regulating.

Professional Standards Authority 2025 Conference
'Preventing harm: turning insight into impact.'
London, UK

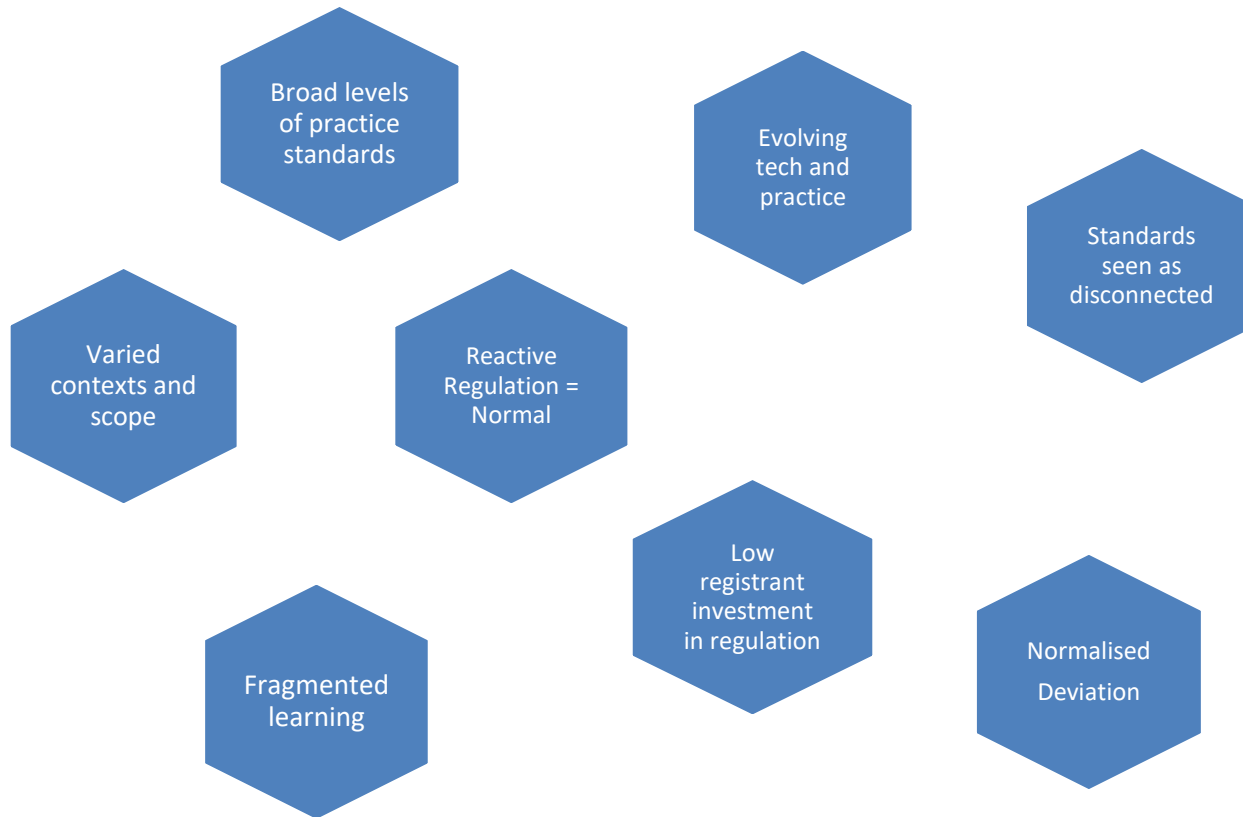


Penny Bance
Director of Development

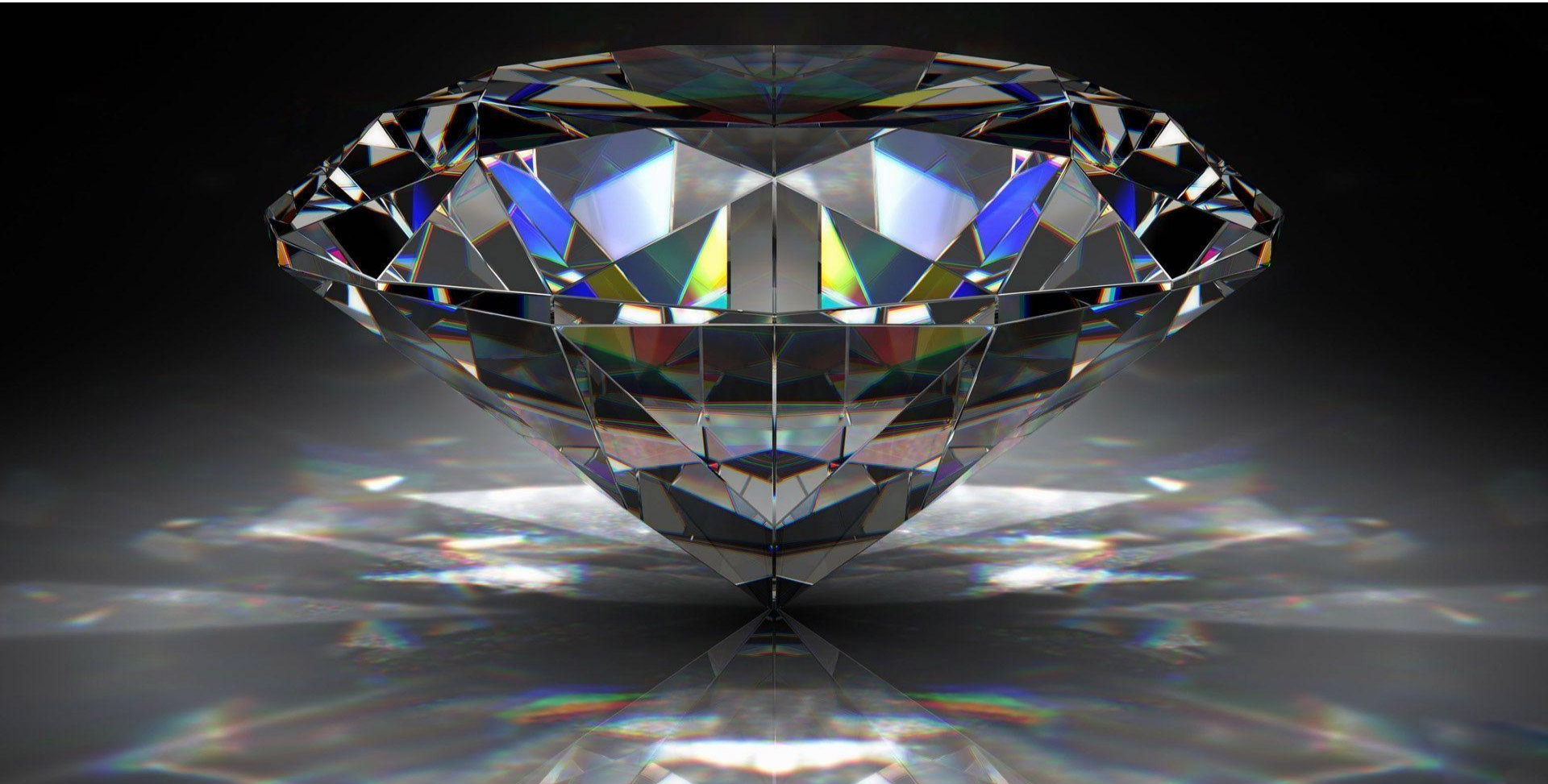


Daniel Moore
GCC Education Committee

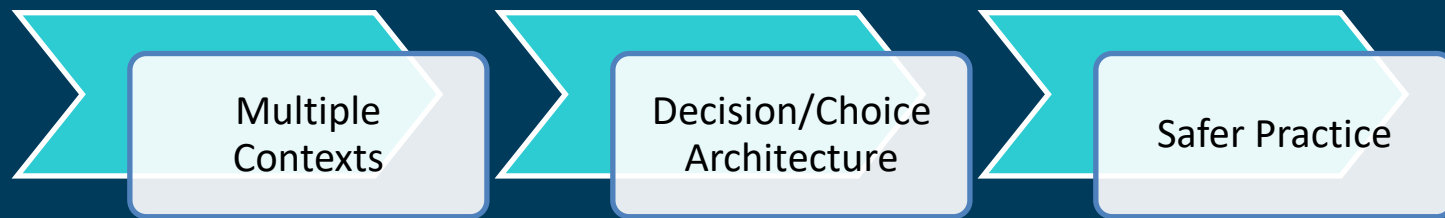
Challenges? Solutions?



Why Collaborate?



Collaboration to...



Impact

The Code of Professional Practice: Developing Values

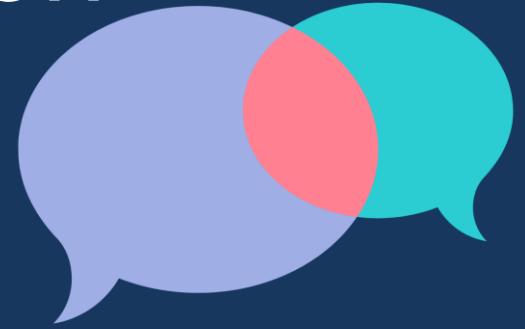
- Empathy
- Privacy
- Openness
- Equality, Diversity and Inclusion
- Evidence-informed practice
- Patient-centred care
- Commitment
- Honesty, integrity and transparency
- Professionalism
- Safety and Quality



The Code of Professional Practice: Values



The Code Conversation



“

Really enjoyed the opportunity to engage in productive dialogue both with the GCC, but also colleagues from other associations and with different styles of practice.

”



General
Chiropractic
Council

Why...
and
how?

**“If something feels
easy, we’re more likely
to trust it, even if it is
wrong!”**

Daniel Kahneman.



THE GENERAL CHIROPRACTIC COUNCIL

Noise & Bias

Decision Architecture

- We all need to consider the structure and context in which decisions are made.

Noise

- Unwanted variability in judgements that should ideally be identical... (Kahneman et al, 2021).
- Systematic Bias vs Noise.

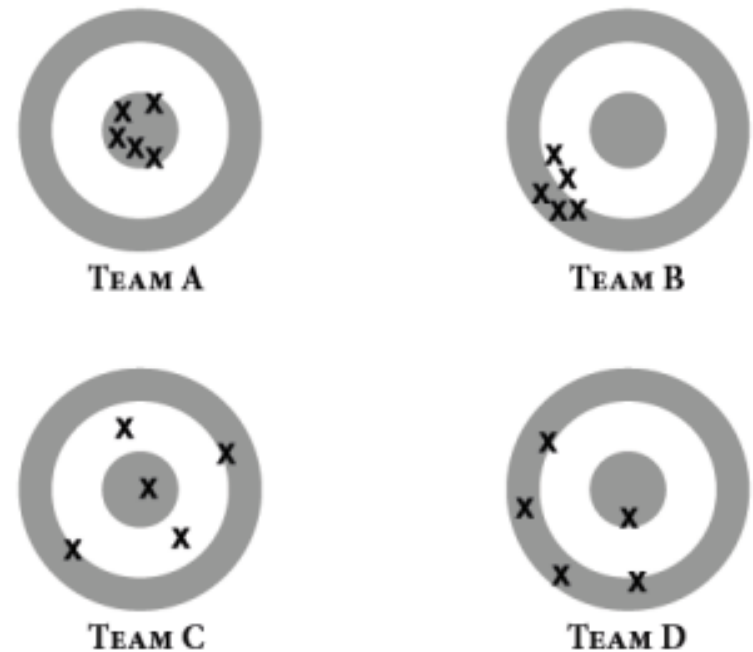


FIGURE 1: *Four teams*

Collaboration = Safer Practice

Mechanisms

- Shared mental models – collaboration fosters common understanding, reducing interpretive variability.
- Diverse perspectives – collaboration counteracts individual bias (e.g. availability bias and anchoring).
- Structured deliberation – encourages transparency and accountability in decision-making.

Specific Examples:

- **Pattern Noise** – Systematic differences in how different individuals or groups make judgements - even when faced with the same information.
- **Anchoring Bias** – The tendency to rely too heavily on an initial piece of information (the anchor) when making decisions even if arbitrary or irrelevant. Group collaboration can help dilute the influence of early anchors.

Decision Architecture

Nudging towards higher standards and safer care.

*‘Regulators can shape professional behaviour not only through rules and enforcement, but by designing decision environments that **reduce noise, align values and nudge** towards excellence.’*

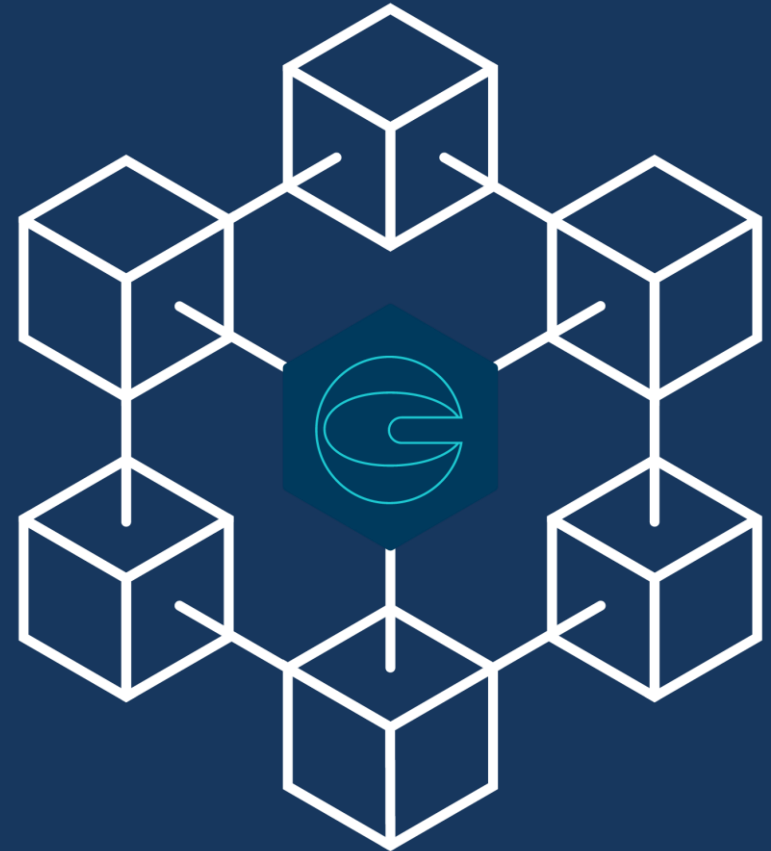
Collaborate to reduce
noise

Nudge through design

Collaborate to frame
choice for best practice

The GCC Strategy

- **We will collaborate to shape the professions future**
- **All key informants – short term engagement specific to task**
- **Strategy promotes commitment to collaboration throughout all activity streams**



Less Noise
=
Safer Practice



“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.”

— Margaret Mead



Thank You

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